



2021

# Q8/SQ8/RS Q8

## Audi Delivery Guidelines

Client \_\_\_\_\_

Stock No. \_\_\_\_\_

Delivery Date \_\_\_\_\_

VIN \_\_\_\_\_

### Delivery Inspection

Ensure Final Vehicle Quality Inspection Is Completed

- Inspect exterior for damage, dings, dents and surface scratches
- Verify that vehicle is equipped as specified and that all accessories have been installed
- Check interior for cleanliness, grease marks and damage
- Check that floor mats are locked in place
- Ensure tire pressures are set to "normal customer load" conditions and calibrate (store) the Tire Pressure Monitoring System (TPMS) prior to delivery

- Repair all defects prior to customer delivery
- Complete myAudi registration, Audi connect trial activation, and key user verification prior to customer arrival. Ensure customer has agreed to Audi connect Terms & Conditions and has set the 4-digit S-PIN in the myAudi smartphone app.
- Complete the Key User Pairing in the vehicle (if equipped)
- Provide completed Audi phone box registration form to customer (if equipped)

### Customer Priority Topics

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

How long would the client like to spend on topics today? \_\_\_\_\_

### Priority Delivery Topics

- |  |   |
|--|---|
| <input type="checkbox"/> Voice Recognition                           | <input type="checkbox"/> Door Locks/Keyless Entry                     |
| <input type="checkbox"/> Navigation System                           | <input type="checkbox"/> Trunk/Hatch/Tailgate - Hard to Open/Close    |
| <input type="checkbox"/> BLUETOOTH® mobile phone pairing             | <input type="checkbox"/> Tire Pressure Monitoring System - Indicators |
| <input type="checkbox"/> Audio System (with smart phone integration) | <input type="checkbox"/> Cruise Control System                        |

### Exterior

- Advise the customer to use only oil that meets Audi standards
- Advise the customer that Audi recommends using top-tier detergent gasoline that matches vehicle requirements
- Review new exterior/interior electric door handle concept

### Interior

#### Driver Controls

- Instrument cluster, driver information systems, and steering wheel controls.
- Demonstrate how to operate exterior lights
- Demonstrate how to operate interior lights
- Ambient LED interior lighting settings (if equipped)
- Automatic climate control

#### Driver Controls (continued)

- Power outlets
- Glove box
- Power windows: Power retention until front door is opened, one-touch up/down operation for all windows, pinch protection for all windows
- Power-adjustable, heated exterior side mirrors with powerfolding, & auto-dimming (optional)
- Manual rear-side window sunshades (if equipped)
- Panoramic sunroof with tilt, slide and power sunshade features
- Auto-dimming interior rear view mirror with digital compass
- Garage door opener (HomeLink®) in lower MMI touch screen
- Power soft-closing doors (if equipped)
- Electric rear window defogger w/automatic timed shut off feature



Client

**Driver Controls (continued)**

- Power trunk open/close with hands-free trunk release
- Spare tire
- Tool kit with jack

**Steering**

- Demonstrate the multifunction steering wheel
- Tilt and telescopic adjustable steering column
- Steering wheel mounted shift paddles
- Heated steering wheel (if equipped)

**Seating**

- Demonstrate how to adjust the seats
- Heated front seats (three-step)
- Heated rear seats (three-step) (if equipped)
- Split-fold rear seat
- Ventilated front seats (three-step) (if equipped)
- "Passenger Side Airbag Off" light
- LATCH childseat-mounting points
- Spare tire access and cargo floor
- Massage seat functions (if equipped)

**Owner's Documents**

- Owner's manual, MMI® manual and other manuals as equipped
- Take the Quick Questions & Answers Guide from the glove box, open it, and demonstrate how to use it with the customer
- Explain the "Text to Phone" features for viewing tutorials on a smartphone or at the Audi Technology website: [www.auditech-nology.com](http://www.auditech-nology.com)
- Tire Warranty Booklet: Explain coverage from tire manufacturer
- Warranty & Maintenance Booklet (stamp to confirm PDI was completed): Adhere "vehicle identification label" from the vehicle trunk to the inside cover of the Warranty & Maintenance Booklet prior to delivery
- Review the recommended maintenance schedule. Explain the importance of getting the Warranty & Maintenance Booklet stamped for each maintenance performed
- Lemon Law Rights Booklet or Lemon Law Notice as required by law
- Provide Audi Care information
- Help customer program the 24-hour Roadside Assistance number into their phone: 1-800-411-9988

**Infotainment**

- Review the MMI® controls and basic functionality including customization options
- Bang & Olufsen® sound system or Bang & Olufsen® Advanced sound system (if equipped)
- MMI® Navigation plus
- MMI® touch with handwriting-recognition technology
- SD card slot
- SiriusXM® Satellite Radio with 90-day trial subscription
- Tune to SiriusXM and show SiriusXM presets and customize based on customers listening preferences
- Show differences of SAT vs IP channels through the On Demand category in SiriusXM with 360L equipped vehicles
- HD Radio™ Technology
- Demonstrate the scanning, tuning, and seek functions, as well as how to save favorites
- Voice control (customer has to accept EULA for online recognizer)
- BLUETOOTH® wireless technology & streaming audio for compatible devices
- Audi smartphone interface: Apple® CarPlay and Google™ Android Auto integration
- Audi connect® with six-month trial subscription
- Explain Audi connect® CARE features (assistance and security systems available without subscription for a limited time)
- Wi-Fi® hotspot capabilities and 4G LTE connectivity
- Explain the Nav-Data-Update process via over the air updates and notifications
- Show how to manually set the clock, daylight savings time and time zone
- Review Audi Phone Box Customer Form and ensure Serial Number is listed

**Orientation Drive**

**Vehicle Systems**

- Idle start/stop efficiency system
- Electromechanical parking brake
- Tire pressure monitoring system (TPMS)

**Suspension**

- Adaptive air suspension (if equipped)

**Driver Assistance**

- Audi advanced key - keyless start, stop and entry



Client \_\_\_\_\_

**Driver Assistance (continued)**

- Explain the windshield wiper and washer functions
- Parking system plus with 3D top view camera system (360° view, four cameras, four front and rear acoustic sensors)
- Parking system plus with rear view camera (front and rear acoustic sensors)
- Cruise control with coast, resume and accelerate features
- Adaptive cruise control with stop & go (if equipped), which includes the following:
  - Adaptive Cruise Assist
  - Turn Assist
  - Intersection Assistant
  - Traffic Jam Assist
  - Predictive Efficiency Assist
  - Active lane assist with emergency assistant
  - Traffic sign recognition
- Audi pre sense® basic & front
- Audi pre sense® 360 (includes pre sense® side)
- Audi drive select

**Driver Assistance (continued)**

- Audi side assist with Audi pre sense® rear: Rear Cross Traffic Alert & Vehicle exit warning (if equipped)
- High-beam assistant
- Head-up display with navigation and assistance systems information (if equipped)
- Night vision assistant with pedestrian and large animal detection (if equipped)

**Wrap up**

- End the orientation drive in the service write-up area
- Tour the service department and introduce the customer to the Service Manager and Service Consultant
- Set up first service appointment
- Ask the customer if you can program the service department's phone number into their phone
- Ask the customer if they would like to have the Audi Technologist phone number added to their phone contacts: 1-855-750-TECH (8324)

**Audi Brand Specialist**

I certify that all operations have been completed and this vehicle has been prepared in accordance with Audi Procedures and Quality Standards.

\_\_\_\_\_  
Audi Brand Specialist Signature

\_\_\_\_\_  
Date

**Would you like to schedule a New Vehicle Orientation?**

- Yes \_\_\_\_\_  No \_\_\_\_\_  
Date Time

**By signing, I confirm all items in this checklist have been thoroughly reviewed with me and the statements below are true.**

- ▶ Vehicle is clean and free of problems
- ▶ Received all keys and owner's documentation
- ▶ Satisfied with features and controls explanations

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date